

Volunteers Thanked With Special Night Out

Contact: C. Nagy

The month of April has been declared National Volunteer Month so what better time for San Bernardino County Fire, Office of Emergency Services (OES) to recognize our dedicated volunteers. This year at our 2nd Annual OES Volunteer Appreciation Event over 200 OES volunteers, staff and guests spent a night out at LoanMart Field in Rancho Cucamonga. Organized by County OES as a way to say “thank you” to its volunteers, the evening was a huge success.



Awards Ceremony

Prior to the ballgame the volunteers and their guests arrived for an early entry into the Plaza to attend the annual Awards Ceremony where they received words of thanks and appreciation from San Bernardino County Fire Chief Mark Hartwig and Emergency Services Manager, Michael Antonucci. Chief Hartwig thanked the many volunteers for their continued dedication in serving as OES Volunteers. Chief Hartwig said, “we could not do what we do without the dedication of our many volunteers – thank you!” Antonucci expressed his pride in leading an organization with such an impressive group of volunteers. Traveling from Sacramento were Suu-Va Tai, Director of Disaster Volunteering and Preparedness with CaliforniaVolunteers and Sharon Leanon. In addition California Volunteer State Commissioner Charles Adams joined in the fun. Representing CalOES Southern Region was Sonia Brown.

During the Awards Ceremony one volunteer from each program received an “Outstanding Volunteer Award” for their work. These awards were distributed by the coordinating

Emergency Services Officer for each program: Michael A. Ramirez – CERT, Zack Mullennix – ECS, and Cheryl Nagy – California Disaster Corps. David Hobbs, Mountain CERT Volunteer Coordinator received the award for his



David Hobbs, Michal A. Ramirez

work to build the Mountain CERT program including the new partnership between Crestline, Lake Arrowhead, Running Springs and Green Valley Lake CERT programs. ECS awarded Rick Danzey the Outstanding Volun-



Zack Mullennix, Rick Danzey

teer Award for his service as the North Desert Captain for the past two years – advocating disaster preparedness and supporting events including the March of Babies Walk including planning and organizing volunteers to provide communications for the event.



Chief Mark Hartwig, Cheryl Nagy, Steve and Sally Boyd, Mike Antonucci

Sally and Stephen Boyd were awarded the California Disaster Corps Outstanding Volunteer Award for their dedication of service in assisting wherever needed to support the California Disaster Corps program throughout San Bernardino County, including participation in multiple trainings, exercises and events.

After the Awards Ceremony all leadership were moved to the ball field for special recognition and the announcing of this year’s winner of the Eagle Award for Outstanding Achievement. This year’s Eagle Award was



Marlene Kiemel, Cheryl Nagy

presented to Marlene Kiemel for her dedication as a member of all three volunteer programs and the lead CPR/First Aid Instructor for the OES Volunteer Training Program. Marlene was not aware that she had been selected for this special recognition, so needless to say she was quite surprised and did a great job of throwing out the first pitch.

Opening the game that evening was the Mountain Fifes and Drums from Lake Arrowhead and the Walking Color Guard from Marine Corps Logistics Base – Barstow, Headquarters Battalion. It made for an amazing “All Americana” start to the evening.



Fife and drums, color guard

The remainder of the evening was shared enjoying Quakes baseball, hotdogs, peanuts and crackerjacks in the company of truly amazing volunteers. As the evening culminated with a Quakes win and a firework filled sky, OES’ second Volunteer Appreciation Event came to an end.

OES Quarterly Report



San Bernardino County Fire,
Office of Emergency Services



The Hottest Event Around, From Baker to Vegas!

Contact: Z. Mullennix

This year’s Baker to Vegas Challenge Cup Relay Race (B2V) was held March 18-20, 2016. B2V is a 120 mile foot race from Baker, California north to Shoshone then on to Pahrump, Nevada, with the run completing in Las Vegas. 262 teams from across the United States, Canada, Australia, England and Belize representing 151 agencies ran. With some agencies having multiple teams and each team consisting of 22 runners, that makes more than 6,100 runners, 15,000+ support personnel, 1,600 support vehicles and an estimated 20,000+ spectators as well as approximately 700 “on duty” public safety personnel totaling 42,000 plus participants. B2V is the single largest foot race in the country today.

This is the 24th year that County Fire OES’ Emergency Communications Service (ECS) has provided communications, technical logistics and safety support for the San Bernar-

dino County Sheriff’s four running teams (first time) and one County Probation team. Additionally, County OES coordinates the mission number and resource requests to support race communications and provides coordination and logistics support to ICEMA (Inland Counties Emergency Medical Agency) and Race Medical Operations. The Race ICS-205 Comm Plan has 300 incident channels, across multiple bands using all modes. In 2016 ECS provided technical support to four additional out-of-county teams. On average, ECS deploys 45 personnel annually, providing 1,200 hours of support to the event. This year two of the sheriff’s teams took 1st place in their divisions.

As part of the support operations ECS manages the Incident Command Post (ICP) out of Las Vegas tracking multiple running teams, providing technical support, transportation, safety and critical incident response. A key responsibility is notification, response and recovery of any downed team runners or vehicles. The B2V Race provides one of the most realistic, extensive and long-duration full scale exercises for disaster, interoperability communications, logistics and medical operations available today.

ECS personnel received inquiries from multiple agencies about County Fire supporting

the Sheriff’s Dept. They were amazed that we “played together” so well. Our response - that’s just how we do things in San Bernardino County.



Top to bottom: B2V checkpoint; Vegas Command Center; B2V finish line

Exercise, Training Make San Bernardino City Stronger Than Ever

Contact: R. Lindsay

On the morning of December 2, 2016, San Bernardino City Police Department (SBPD) Sergeant/City Emergency Manager Eric Fyvie was prepping the SBPD Emergency Operations Center (EOC) for a policy group tabletop exercise on the El Niño flood theme. An “active shooter” call came over the EOC intercom and within a few minutes and covering just a few miles, Eric went from emergency manager to first responder. Eric caught a ride on the second SWAT Bearcat to arrive outside the IRC Conference Center and NBC TV coverage captured Eric assisting with the extraction of the wounded.

But well before the Waterman Terrorist Incident, Eric was working with the County Office of Emergency Services (OES) to identify, recruit, train and exercise the City’s EOC responders as a part of their emergency management contract with County OES. In Sep-



tember 2015, EOC Section Training had already been scheduled to be conducted in January and February of 2016 and the Citywide EOC Tabletop Exercise (TTX) was scheduled for Saint Patrick’s Day.

To say the San Bernardino EOC Section Training (post-Waterman) was a success would be a huge understatement. Several city employees attended the training for more than one EOC section, and City Mayor Carey Davis attended three entire section training sessions and made personal appearances during

the other two sessions to encourage city employees regarding the importance of their roles in an emergency.



Top to bottom: TTX group photo; Finance section training; TTX in action

The turn-out for the Citywide EOC TTX was stellar with just under 50 EOC Responders and OES Exercise Facilitators in attendance. The San Bernardino leadership response to this EOC training opportunity, coupled with the engagement and collaboration of city employees should serve as “lessons learned” for us all!

HELPP Me

Contact: M. Peren

On April 27, 2016, the County of San Bernardino Department of Public Health, Preparedness and Response Program hosted their quarterly Health Emergency Local Planning Partners (HELPP) meeting once again to update stakeholders on news from the medical and health world. Public Health stakeholders usually include County departments, Tribal, hospital, and other agencies that have a vested interest in medical and health related planning. The San Bernardino County Fire, Office of Emergency Services usually attends to show support for operational area planning, but this meeting was special because OES’ Zack Mullennix presented on the importance of communications, and communications systems during emergencies. The

presentation was well received and many questions and advice was sought out by participants to Mr. Mullennix at the end of his presentation.

The primary topic of the meeting was the efforts of one Public Health Preparedness and Response Program employee, David Yleah during the West Africa Ebola Crisis Response. The heartbreaking and heroic efforts that Mr. Yleah provided the Liberian government was a testament to how the County of San Bernardino did its part in lending human resources to the effected nation through Mr. Yleah’s knowledge and expertise in public health matters. The work that Mr. Yleah had done to serve the people of Liberia goes above and beyond the call of duty for a County of San Bernardino employee. A job well done to Medical Emergency Planning Specialist David Yleah!

Other major announcements that occurred was the beginning for the planning of the

Statewide Medical Health Training and Exercise Program for 2016. The characteristics of the exercise have not changed this year with the same four phase event schedule beginning with the organizational self-assessment and ending with the functional exercise on November 17, 2016.

The meeting concluded with a final guest speaker from the Security and Emergency Preparedness Coordinator for Omnitrans, Mark Crosby. Mr. Crosby provided an in-depth description of the wonderful nuances of how Omnitrans keeps its employees and patrons safe on their routes. Also, Mr. Crosby provided the audience with how Omnitrans can be a valuable response partner during emergencies. Most importantly, Mr. Crosby described the proper protocol for how agencies and organizations can request the resources of Omnitrans through coordination with San Bernardino County Fire, Office of Emergency Services.

County Human Services Prepares

Contact: M.A. Ramirez

The second County employee CERT class was held over three successive Wednesdays, April 13, 20 and 27. The training is provided under contract with County OES and is the first of nine CERT Basic Training courses that will be delivered over the next three years. The San Bernardino County Human Services Agency is made up of eight County departments and makes up the bulk of the County’s employee force. Human Services has taken a proactive stance by providing this training to



employees from the various departments it works with. County OES is proud to partner with County Human

Services to our fellow employees in hopes of building a better prepared workforce.



Clockwise from top: class photo, fire extinguisher training, first aid training



Training the Trainers

Contact: M. A. Ramirez

The San Bernardino County Fire, Office of Emergency Services conducted a Community Emergency Response Team (CERT) Train-the-Trainer course on April 1-3 at Plymouth Village in Redlands. The three-day course was targeted at volunteer instructors and held over an entire weekend to best accommodate their schedules. Participants from throughout San Bernardino County CERT programs learned best practices for teaching the CERT curriculum to adult learners as well as

effective classroom management techniques. Each participant was responsible to teach a portion of the CERT curriculum to their classmates twice during the course of the training. This provided a safe environment where participants could receive valuable feedback from their peers. Special thanks to Fay Glass, City of Redlands for securing the host facility, Plymouth Village. The facility graciously provided refreshments and lunch for the participants each day. Addition-



CERT Train-the-Trainer group photo

ally, the class could not be possible without our outstanding instructors which included Bonnie Ross, Wrightwood CERT and Shannon Kendall, East Valley Fire.

City of Chino Prepares for Worst

Contact: R. Lindsay

In February 2016, Christin Wolff the Administrative Services Manager/Emergency Manager for the City of Chino conducted the City's annual EOC Training and Tabletop Exercise. Chris first took 45 participants from the City Manager and Police Chief to Parks and Recreation staff through a PowerPoint presentation detailing the "Essentials of Emergency

Management" and "How an EOC Works."

During the second half of the session, participants were "activated" in response to a 6.2 magnitude earthquake. Exercise injects coming from the Exercise Simulation Cell prompted each Emergency Operations Center (EOC Section) with various incident details that tested their knowledge and application of the City Emergency Operations Plan – EOC Activation Handbook's 10 Steps of Activation. For the culminating activity, each EOC Section reported their incident objectives for the next operational period.



Exercise in progress

Drought Update

Contact: D. Davis

On May 9, 2016, the Governor of California enacted Executive Order B-37-16, which keeps all drought and water saving measures in place until January 10, 2017. This comes at the same time that several Northern California counties and municipalities have requested that the statewide reduction mandate of 23.9% water usage be reduced or possibly

eliminated as early as the morning of May 9, 2016. Their reasoning being the Sierra Nevada snow pack is very high at this time and El Nino seemed to hit almost entirely up North and missed Southern California. The Governor responded with the executive order that same afternoon citing that restrictions on irrigation of agricultural water districts remain and also the enforcement water wasting regulations. Measures will continue to be overseen by the California water Board and California Public Utilities Commission. This order can be found at <http://drought.ca.gov/topstory/top-story-59.html>.



Save the Date: Sept. 8-10, 2016

Get Ready to Show Your EOC Credentials

Contact: R. Lindsay

At the April 28, 2016, MARAC (Mutual Aid Regional Advisory Committee) meeting, Michael Brady from the California Standardized Training Institute (CSTI) provided the latest draft documents that make up the CalOES Emergency Operations Center (EOC) Credentialing Program.

Much like the field response "red book" credentialing of firefighters, EOC position credentialing promotes enhanced levels of readiness for day-to day emergencies and catastrophic disasters by ensuring that EOC responders are qualified and competent to fill

EOC positions. In addition, there is often a need for emergency services staff to deploy outside their jurisdiction and this standardization of qualifications ensures "plug and play" capabilities when EOC responders backfill for other affected jurisdictions.

Since early 2015, the proposed CSTI statewide EOC Credentialing Program has been vetted by the California Emergency Services Association (CESA) and CSTI has solicited input from emergency managers throughout the state. The goal of the program is to follow SEMS/EMMA guidance to provide emergency managers a way to measure competency and to identify baseline qualifications (certifications, training, experience and education) for EOC responders by position. The CSTI EOC Credentialing Program is designed to dovetail with the NIMS Guidelines for the Credentialing of Personnel. The NIMS Guidelines require states to initiate development of a system to credential emergency management/response personnel to ensure proper authorization and access to an inci-

dent including involving mutual aid agreements and/or assistance agreements. CSTI's program follows the federal framework and so the California EOC position credentialing program should provide a seamless transition into a national system, providing a valuable national resource.

According to Mr. Brady, the process for requesting personnel to fill EOC positions during incidents will be accomplished through existing SEMS compliant processes (EMMA). The credentialing program currently identifies Type I, II, III EOC Responders, with the Type III (basic) for filling positions in a specific jurisdiction. Type II and Type I credentials build upon the baseline qualifications of Type III until at Type II, a responder could be assigned to a neighboring jurisdiction or region and would be qualified to be deployed to a national incident at Type I. Stay tuned for the notice of final approval of the State's EOC Credentialing Program.

South Desert Comms Outage Cured by ECS

Contact: Z. Mullennix

On Friday, March 8, 2016, County Fire's South Desert Division covering Lucerne Valley to Twentynine Palms suffered a complete failure of the 800 Microwave System linking field units to Countywide Dispatch. The Countywide Duty Chief immediately requested assistance from County OES and their ECS (Emergency Communications Service) Unit. County OES activated its Interoperability Unit and communications team to provide temporary restoration of communications to the South Desert.

Additionally, County Fire ECS was put on stand-by and emergency staffing plans were developed in case the Interoperability Unit did not provide the solution. Within two and a half to three hours of the request the ECS Team had the Interoperability Unit deployed and through a work-around patch, were able to reconnect the South Desert with ConFire Dispatch through a North Desert link.

The interoperability patch enabled South Desert units to maintain their coordination with other County Fire Divisions and Dispatch when an early morning vegetation fire occurred within the Division. The Inter-Op Unit and the ECS Team provided communications support for more than 17 hours before dedicated communication units were restored.

This asset is available to respond anywhere in the County to support communications outages, incidents and special events.



Jim Eason, ECS

Can You Hear me Now?

Contact: M. A. Ramirez

On Saturday, February 27, 2016, CERT volunteers from around the County participated in communications training at County OES. Both professional and volunteer responders know the struggle of effectively communicating

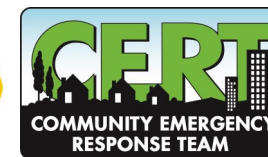


CERT comms training taking place

during an incident. The half-day training provided by volunteers from the County's Emergency Communications Service (ECS) provided participants with basic principles of radio use during a disaster situation. The training is in response to lessons learned from the 2015 Operational Area CERT Training/Exercise. The San Bernardino County CERT Advisory Committee (SBCCAC) continues to bring training like this to CERT volunteers countywide in an effort to better equip them for when they are needed.



CERT communications in action



County OES Converting WebEOC... and OA Partners

Contact: R. Lindsay, C. Cruz

In the past quarter, several San Bernardino County Operational Area (SBCOA) agencies and responder disciplines have been provided Module I – SBCOA WebEOC training called "Introduction to WebEOC." Hospital and school district risk managers, City/Town emergency managers and Sheriff's Department Planning Section personnel were WebEOC "on-boarded" February– April. Training sessions will begin again in June and continue through the summer months with a brand new "look." If all goes well with fire season, the County Office of Emergency Services (OES) will roll out Module II – Advanced WebEOC for OA Emergency Operations Center (EOC) responders as the "next level" WebEOC training in the Fall, featuring instruction on special WebEOC tools that are specific to each EOC Section.

The County's current version of WebEOC 7.8 is currently undergoing a "facelift" to version 8.0. The 8.0 conversion has a "new look and feel" **but the boards and contents remain the same.** Throughout the transition, users will be able to use their current WebEOC username and passwords and should easily be able to navigate to familiar boards and features. WebEOC users who have taken the "Introduction to WebEOC" training course since October 2015 will be sent a correspondence with an instructional video clip detailing the 8.0 version changes.



NEW 8.0 LOGIN SCREEN



7.8 LOGIN SCREEN

Helping Those Who Protect Us

Contact: M. A. Ramirez

In light of recent events, responders continue to train for active shooter incidents. On April 6, 2016, law and fire responders from San Bernardino and Riverside Counties received active shooter training at the shuttered Arrowhead Springs Resort in San Bernardino. The week prior, County OES received a request for actors to assist those being trained by providing a real-to-life environment during their training. CERT volunteers from multiple CERT programs responded eagerly. The organizers of the training were extremely impressed by the responsiveness of the volunteers. The instructors and course organizer were extremely grateful and reiterated that the CERT volunteers’ participation “was instrumental in preparing our local agencies in the event of an active shooter incident.”



Safety briefing prior to exercise



CERT volunteers and responders are frisked before entering the exercise play area



CERT volunteer with San Bernardino County Fire Paramedics

The San Andreas is “Locked, Loaded, and Ready to Roll”



Contact: M. A. Ramirez

That was the message heard loud and clear statewide following the opening session of the 2016 National Earthquake Conference in Long Beach. Emergency Services Officers Cheryl Nagy and Michael A. Ramirez were able to attend as guests of the Earth-

quake Country Alliance. Sessions focused upon the science behind much of the preparedness messaging Emergency Managers use today. Speakers included recently retired USGS Scientist, Dr. Lucy Jones, Cal OES Director Mark Ghilarducci and FEMA Administrator, Craig Fugate.

Earlier in the week Ramirez was able to attend the National ShakeOut Appreciation dinner on the Queen Mary. During an overview of how ShakeOut has progressed from a one-time exercise back in 2008 to a world-



wide movement today Mark Benthien, Global Coordinator, Great ShakeOut Earthquake Drills, mentioned the outstanding work being done in San Bernardino County to promote earthquake preparedness during the Great California ShakeOut.

County EOC Tours

Contact: M. A. Ramirez, C. Cruz

The County Office of Emergency Services (OES) receives numerous requests to conduct Emergency Operations Center (EOC) tours, various emergency management presentations, and opportunities to host local, regional, and international visitors. The following are highlights from those events over the last quarter:

- March 3 – San Bernardino County Fire, Ambulance Operators Orientation: An introduction to the Office of Emergency Services and its relationship to our departments field personnel was provided to the newest Ambulance Operator class. The orientation culminated with a tour of the Operational Area (OA) EOC and its technology.
- April 27 – OES Tour and OA Overview Presentation to Chief Fire Officer 3D Class: The class consisted of 16 candidates from County Fire and outside fire agencies pursuing certification in the State Fire Training, Chief Fire Officer Program. The presentation addressed the following emergency management elements as needed for certification :

– Describe the roles and responsibilities of the Emergency Operations Center (EOC) coordination and processing of intelligence between the EOC and Incident Command Post (ICP)

– EOC support and resources available to the ICP

- April 29 – OES Tour and Local Emergency Management Orientation: The 92nd Civil Affairs Battalion from the U.S. Army Reserves was sponsored by Cal OES to come to the San Bernardino County EOC to ask questions to help them better serve their upcoming mission to Kosovo. The 92nd Civil Affairs Battalion required insight on what local government strategies and programs are successful for general preparedness and community resiliency. A tour of the EOC was then provided and personnel provided answers to any of their questions.
- May 16 – High Desert EOC Tour: The tour group was made up of the Really Old Men

Eating Out (ROMEO) group out of the High Desert. Sheriff Dispatch also took time to pride the group with a tour and information about their capabilities. The organizer of the group was a former employee of San Bernardino County Fire, Office of Emergency Services. OES staff provided a great service of raising awareness and being an advocate for personal preparedness.



Ambulance Operators tour

Red Guide to Recovery—SB County Edition

Contact: C. Cruz

The *Red Guide to Recovery (Red Guide)* is a comprehensive, easy-to-read post incident recovery tool that walks disaster survivors step-by-step through the recovery process. Since 2009, the *Red Guide* authored by Sean Scott has been adopted by emergency management agencies, fire departments, and relief organizations across the U.S. The County Office of Emergency Services (OES) is pleased to announce the release of a San Bernardino County version of the *Red Guide*.

Utilizing 2014 Homeland Security Grant Program (HSGP) grant funds, OES engaged in a planning project to customize the *Red Guide* to meet the needs of the County Fire service

areas. Starting with the basic *Red Guide* template, San Bernardino County specific contact information, programs, and services were added to the document. County Fire Chief Mark Hartwig endorsed the project and stated, “Adding the *Red Guide to Recovery* to our response arsenal will enable us to put the necessary tools in the hands of those impacted by a disaster to help them recover and return to “normal” as quickly as possible.” The guide includes detailed chapters on topics including:

- ✓ Emergency services to secure/protect property
- ✓ Displacement and relocation tips
- ✓ Disaster relief and financial assistance
- ✓ Homeowners & renters insurance issues
- ✓ Personal property considerations
- ✓ Smoke and water damage information
- ✓ Estimating structural damage repair costs
- ✓ Selecting a qualified contractor
- ✓ Public insurance adjuster services
- ✓ Hazardous material concerns
- ✓ Safety and precautions after a disaster
- ✓ Trauma intervention and grief counseling
- ✓ Avoiding disaster scams
- ✓ Phone directory and websites

In early March 2016, 450 copies of the *Red Guide* were distributed among the five County Fire Division Chiefs for distribution to the engine companies and the Office of the Fire Marshal (OFM) inspectors as their personnel will be the first line of contact for those impacted by home fires, floods, etc.

Personnel can now hand out *Red Guides* on-scene as a lifeline and offer that little glimmer of hope to those in despair who undoubtedly feel hopeless. After the smoke clears, the worst case scenario for our on-scene responders is when they are met with a homeowner or displaced family that has lost everything asking, “What am I supposed to do now or how do I start over?” *The Red Guide to Recovery* answers those questions.

